

POSITION GUIDE  
NONAPPROPRIATED FUNDS

JOB NUMBER

FLSA: Non-exempt

TITLE: Hotel Group Coordinator

PAY PLAN/SERIES/LEVEL - NF-0303-2

MAJOR DUTY DESCRIPTION:

Serves as a group coordinator responsible for assisting with group reservations requiring special hotel accommodations, rooming list, registration, room assignments and master billing functions. Assists conference/groups with planning and execution of event by referring the group representative to other installation personnel for non-hotel requirements such as meeting rooms and audiovisual requirements. Identifies accommodations most suitable for the group and evaluates capability of the operation to meet ancillary needs, such as study areas and/or transportation. Assists management with identifying appropriate lead times allowable for reservations for unofficial conference/groups. Follows up with groups to evaluate stays as well as to provide support for future requirements.

QUALIFICATION REQUIREMENTS:

Work experience directly related to the duties described above in a service related industry that demonstrates the knowledge and ability to perform and manage multiple guest related tasks simultaneously, exercise excellent customer service skills encompassing the ability to communicate, perform math, and use a computer for word processing or data entry. Prior work experience as Front Desk Supervisor and experience with a hospitality property management system.

CONDITIONS OF EMPLOYMENT:

A National Agency Check is required.